

RFP 9-69
Questions and Answers

Q1: Page 1 Section 1.1, Paragraph 3. Deploy Proof of Concept. Since the strategic planning has not yet been performed, is it the State's intention that any subcontractors needed for the proof of concept be bid as part of this proposal, or can the sub-contractor associated with the proof of concept be added with the state's approval at a later date?

A1: The Proof of Concept is part of the RFP proposal and will need to be in any bid. Any sub-contractor needed to complete the Proof of Concept should be part of the bid submitted however the State can always agree to approve sub-contractors at a later date during the contract negotiation phase.

Q2: Page 5 Needs Assessment and Gap Analysis. How many agencies and disparate groups are considered the "stakeholder community?" This information will be needed to quantify the effort required to perform the research for this task, and to determine how many agencies/interviews will need to be performed.

A2: The RFP is for any area that deals with Indiana public safety data. This would have the winning bid looking for all agencies that are involved with data that have a mission of public safety. The main list of stakeholders is listed at the bottom of page 1 of the RFP.

Q3: Page 6 Exchange Analysis – Approximately how many systems need to be considered for Exchange Analysis?

A3: The Exchange Analysis will need to be done on all systems that are found in the process of performing the RFP (respondents should at a minimum plan on those listed in the RFP as stakeholders).

Q4: Page 13 Section 1.13. Please clarify what is meant by "Respondent's working support center"

A4: Respondent's working support center would be the location where the company winning the bid will do the work for the RFP.

Q5: Page 24 Section 2.5 Cost Proposal. Per the RFP, "The respondent shall provide an itemized estimate of all one-time and all annual costs. The costs must be identified for each deliverable and must include details on how the deliverable cost was determined. A total project cost must be provided". Is it the State's intention for the cost of the Proof of Concept to be included in the proposal price?

A5: Yes.

Q6: With respect to any potential infrastructure acquisitions in support of this effort and pertinent to the existing Dell QPA, can Dell equipment, in accordance with the QPA, be acquired through an Authorized Dell Channel Partner/

A6: No. Orders and payments on the Dell QPA go through Dell only, not through Channel Partners.

Q7: Does award of Phase I preclude the incumbent from bidding on or being awarded Phase II?

A7: No.

Q8: Will the Government/State be supplying office space for the contractor PMO team, or will work be expected to be performed out of the contractor's facility?

A8: Office space may be provided when necessary.

Q9: Clarification is needed on the requirement or valuation of the Small, Disadvantaged Business requirements. Specifically, page 14, Section 1.21, line 3 states the requirement exists for Minority owned AND Women owned business participation. That seems countered by Page 15, second to last paragraph, line 1, stating MBE "and/or" WBE. Which is the proper requirement to score best in proposal evaluation?

A9: Requirements and scoring criteria for the Minority and Women Owned Business participation plan are detailed in section 1.21 and section 3.2.6 of the RFP.

Q10: Please confirm SDV goals as a percentage of the entire contract in order to maximize score in the evaluation criteria. Page 15 speaks to 8% for Minority, 8% for Women owned businesses. Are both MBE and WBE firms required for a total of 16%?

A10: See A9.

Q11: At this time we intend to submit a Time & Material (T&M) proposal in response to RFP-9-69. Will a Time and Material (T&M) proposal be acceptable?

A11: Yes.

Q12: What is/are the total number of potential users across the enterprise to be serviced by the Phase I Proof of Concept System? What is/are the total number of potential simultaneous users?

A12: This RFP is for state agencies that deal with Public Safety. Exact numbers will be identified through the stakeholder identification and gap analysis.

Q13: Are Phase I POC stakeholders at only the state level, or is there any intent to include regional, county or local users in the Phase I stakeholder community?

A13: It is likely that the key associations for public safety will be brought in an advisory role during the program.

Q14: If Phase I stakeholder community is state only, please confirm the State's intention to include Regional, County and Local stakeholders in future expansion of the system.

A14: The architecture and standards will be used to share information with local, regional and federal partners in a more efficient manner.

Q15: Please provide name/manufacturer for any major software systems currently in place (Incident Management Systems, Computer Aided Dispatch/Records Management Systems, portal software, etc.).

A15: These will be identified through stakeholder and gap analysis meetings.

Q16: Please identify current State of Indiana preferred hardware and software vendors (Dell vs. HP, Microsoft vs. / and IBM, etc.)

A16: Dell – workstations and server hardware

IBM – Mainframe hardware and OS

Microsoft – Desktop OS and Office Productivity

Oracle /PeopleSoft – ERP (Financials & HR)

Q17: Please provide actual documents or reference links for any State of Indiana Strategic IT Plans.

A17: Please refer to this link for the last Strategic Plan:

http://www.in.gov/iot/files/2007_State_of_Indiana_IT_Strategic_Plan.pdf,

The 2009 IT Strategic Plan is in progress. Please view the attachment "Presentation" for a slide show which will form the basis for the ongoing plan. The link is located on the host page, directly below the link to this Question and Answer document.

Q18: In the opinion of those driving this project, which states have done the best job with efforts similar to and/or consistent with the scope of this project?

A18: Successful respondents that have worked in this area of IT should be able to demonstrate knowledge of those systems or have specifically worked with them.

Q19: Section 1.1 (3), para. 2: When will the state approve sub-contractors? Is it as part of the evaluation of responses to the RFP? Is it during contract negotiations?

A19: It will be part of the evaluation process of the RFP responses primarily but contract approval is the formal approval process.

Q20: Section 2.3.5, para. 3, second bullet: The term "Rate of Pay" is noted as a mandatory contract term; however, this specific phrase is not found in the Sample Contract. What is the definition of the term "Rate of Pay"?

A20: Rate of Pay is the amount being charged for each specific deliverable done to fulfill the RFP.

Q21: The RFP is asking for services to establish the enterprise strategy and plan for data exchange. Would the state consider a proposal to provide services for scope of work A-C, and then issue a new RFP for the selection of a tool to support the POC in step D, after requirements are defined?

A21: No.

Q22: Given the enterprise and strategic level of this project, what is the anticipated role of the software vendor for this project at the various scope of work stages (A-D)?

A22: The successful respondent will be taking on the lead for all aspects of this project with support from IDHS and those stakeholders as defined. However, it should be clear the successful respondent will be the driving force in all deliverables of this project.

Q23: What is the anticipated timeline for completion of the scope of work?

A23: One year from contract signing.

Q24: Local level agencies were not identified as stakeholders in the RFP. Do you anticipate involvement from local level agencies or associations in this project?

A24: Yes.

Q25: Has the state already defined specific data elements for exchange, and if so, will you share them at this time?

A25: Specific data elements have not been defined at this time.

Q26: Can the State please confirm that it is requesting pricing information in both the Technical Proposal as indicated on page (23) and in the Cost Proposal as indicated on page (24)?

A26: The technical proposal is not asking for pricing information. That is to be given in the cost proposal section.

Q27: Since the project is Firm Fixed Price, will the IDHS, in working "jointly" with the Vendor, be held to the proposed or negotiated project schedule for project milestones, such as execution dates of collaborative sessions?

A27: IDHS will be responsible to meet all dates on a negotiated schedule.

Q28: Can IDHS provide or identify information about one or more existing or to-be IDHS-accessible statewide backbone networks which could be used for the prototype information-sharing network?

A28: No. This will be determined in the assessment and gap analysis and ultimately the proof of concept developed by the vendor.

Q29: Given potential exposure to criminal or health care information, will all data collected and work performed for this project be considered exclusive property of the State of Indiana? Will it be required that individual Vendor staff verifies by signature their individual acceptance of these conditions?

A29: Yes.

Q30: Will a Criminal Offender Record Information (CORI) check be required for each project staff member?

A30: A state background check will be done on all individuals working on the project.

Q31: Will the Vendor be permitted to establish a no-cost protected information-sharing enclave for all project participants, project data, and deliverable distribution?

A31: The vendor can create an area to store all the data pertaining to this project as long as it is always accessible by IDHS, meets appropriate and required security measures and is only accessible to people with proper authorization for this project and all data remains the property of the State.

Q32: Is there IDHS space available for collaborative sessions for up to 40 participants with Internet access?

A32: Space can be found for large groups if necessary. The room will have internet access but only for a few participants.

Q33: Would IDHS accept early establishment of a standards-based information-sharing network, whether or not identified as the "prototype," as a needs-assessment tool?

A33: The standards-based information sharing network will have to be based on several national standards which are stated in the RFP. The project may find other standards that will need to be implemented for different Agencies or groups to be able to share their data.

Q34: Will there be, and would the Vendor be prohibited from, follow-on work to support expansion and extension of the prototype network into the operational network?

A34: No.

Q35: Can the State share any information available about the agencies' existing technology infrastructure, stated direction and changes currently in progress?

A35: The State has a wide variety of technology implemented at this time. The majority of our databases reside in Microsoft SQL and Oracle. Most new development is happening with Microsoft SQL.

Q36: Is there a preference by the State on the proof of concept and eventual system implementation regarding a custom developed solution versus a customized off the shelf solution?

A36: The State is looking for the vendor selected for the RFP to deliver the best solution for the State of Indiana based on national standards, stakeholder input, and needs.

Q37: The RFP requires the planning, and implementation of the 'Proof-of-Concept' (POC). However, the RFP does not provide the scope of this POC, nor does it prescribe the success and acceptance criteria. We would request that the state provide some more information and clarity about their expectations from this POC.

A37: The vendor that wins the contract is expected to develop the POC with IDHS during the needs assessment and the gap analysis.

Q38: Page 1 - Stakeholders: There are 10 stakeholders listed on page 1. Since the cost of most project tasks will depend on the number of those stakeholders, would you provide a comprehensive list or point us to the location of such information? For example: Indiana State Police - how many state police stations are there?

A38: The contract is not limited to stakeholders on page 1 as others may be identified. The work that will be done should be able to be completed with a few primary contacts as the lead with each stakeholder.

Q39: General: would you provide examples of other states that you benchmarked and their solution looks reasonable to you?

A39: See question 18.

Q40: Page 4 - Outreach program: Is it completely up to the vendor to choose media (printed only, email + printed, newspapers, etc) or will the IDOA/IDHS have some additional requirements/forms/restrictions?

A40: IDHS will have some requirements for the Outreach program.

Q41: Page 4 - Outreach program: Will the communication be sent to the central governance of the stakeholder and they will do further distribution or will the vendor be responsible to send to each location?

A41: The Outreach program will need to touch all stakeholders in the project, possible to each location.

Q42: Page 5 - 1.4.b.2: Clarification - Can we assume "d. Applications" as software and "e. Infrastructure" as hardware & networks?

A42: Yes.

Q43: Page 22 - Technical Proposal paragraph 1: There are no outline numbers under this section, can we use the numbers in Section 1.4?

A43: Any response to an area of the RFP should match the outline number in the RFP.

Q44: Page 22 - Vendor experience (minimum requirements - # 1) - Is the experience of the individual team members (for example, before becoming part of the organization) sufficient or does the experience has to be through the current organization?

A44: Experience would preferably be by an organization but individual team member's experience may be listed.

Q45: Page 22 - Vendor experience (minimum requirements - # 3) - If there are only two comparable contracts, does that dis-qualify the proposal?

A45: Yes.

Q46: Page 23 - Gantt Chart - Is "Estimated work" to be provided as total man-hours for the project duration or some other units?

A46: Man-hours will be fine.

Q47: Page 23 - Gantt Chart - Please clarify "Overall project budget" and "Estimated cost"

A47: The state wants a breakdown of the individual costs for each phase of the project and the overall cost for the project.

Q48: The unknown count of interfaces / applications / data sources can impact the services time (and cost) for this project. Will IDHS provide an estimate of applications that will need to be integrated or an estimated interface count?

A48: These will be determined during stakeholder interviews and gap analysis.

Q49: During the pre-bidders conference, there was some discussion around a portal which is different than data integration. Is a portal a required component of this RFP?

A49: As a part of the vendor solution the proposal should include how the data and data systems and architecture will be accessible to the user group if not a portal.

Q50: The RFP reads to include primarily internal system integration. Are there any requirements for EDI / B2B integration requirements?

A50: The RFP asks for the vendor to tie the data of the stakeholders systems. This may require the use of EDI or B2B. The best method needed will be discovered during the needs assessment and gap analysis.

Q51: The scope has some significant variability in terms of scope of work - defining / executing the POC, for example, can have a large variance of time required and success criteria achieved which all translates to cost. How will IDHS evaluate responses on a level measure?

A51: Overall vision of the vendor for this RFP and experience as a system integrator are keys to scoring well on the RFP review.

Q52: How closely should the architecture be in compliance/conformance with the NIEM, JRA, JIEM and GFIPM standards?

A52: The architecture must utilize those standards listed in the RFP.

Q53: Does IDHS envision building a real-time Data Exchange Hub?

A53: Yes.

Q54: What is likely to trigger an inter communication need? a police stop, a court date, an arrest, a child services intervention?

A54: All of the above. Any situation where the sharing of the stakeholders information helps in the safety of the public would be looked on as a trigger for an inter communication need.

Q55: At what point of interface are the devices hand-held or at a desk?

A55: Devices used could be handheld, laptop or desktop. The state is using all devices in the sharing and use of data in the office and out in the field.

Q56: What is the Federal appropriation for this project?

A56: The federal funds for this project are from an overall allocation of \$18 million. However the \$18 million received by the State is serving a number of projects, thus vendors should price according to their recommend approach and solution.

Q57: In terms of success criteria, what other states would you deem successful in similar projects?

A57: See previous responses.